

**MARYLAND JUDICIARY
ADMINISTRATIVE OFFICE OF THE COURTS (AOC)
REQUEST FOR PROPOSALS (RFP)**

**CONSULTANT TO MAINTAIN AND SUPPORT THE MARYLAND PROGRAM FOR
MEDIATOR EXCELLENCE (MPME)**

This procurement is being conducted as a Small Procurement as described in the Judiciary Procurement Policy, not to exceed \$25,000.00.

1. General

The Maryland Judiciary's Mediation and Conflict Resolution Office (MACRO) serves as an alternate dispute resolution (ADR) resource for the State, supporting innovative dispute resolution programs, and promoting the appropriate use of ADR in every field. The mission of the office is to assist in the development of high quality dispute resolution services, increase the public's access to justice, make the courts more efficient and user-friendly, empower more people to control the outcome of their own disputes and promote a more peaceful and civil society.

2. Background

The Maryland Program for Mediator Excellence (MPME) offers members valuable opportunities to improve their mediation skills, knowledge and understanding. The program also provides opportunities to network and contribute to improving Maryland's mediation community. In 2006 the program was opened to members using a paper application and an excel spreadsheet to track membership. In 2008 the current website was launched moving the application and management to this online platform. An enhancement was made to the system in 2010. There are currently over 1,000 members.

About the MPMEonline.org

MPMEonline.org is an internet, web-based system which consists of a member application process as the foundation and multiple interconnected programs. It is a management system that was designed to automate the application and management of the program. There is a functioning administrative component which allows the administrator to:

- Approve applications
- Post information on the online mediator directory
- Track adherence to the continuing professional development requirements
- Produce reports populated from other information within in the system
- Produce emails and correspondence
- Manage the posting and online registration of events

In addition to providing administrative functionality, the system:

- Allows members to track completion of professional training. A membership requirement is completion of 8 hours of related professional training.

- Manages the work of the 9 working task groups by allowing members to sign up to be a member of a tasks group and to post notes, announcements and other information regarding the group
- Has a bulletin board component
- Provides information about upcoming events on an events calendar
- Houses an online mediator directory which allows consumers of mediation service to find a mediator
- Has a consumer section providing information to those who want to learn more about mediation

3. Contractor Duties and Responsibilities

MACRO is seeking the services of a consultant to maintain and support the MPME's web based application system on a time-and-material basis. At a minimum, the work to be accomplished under this contract consists of:

- 3.1 Ongoing daily support and monitoring each servers responding to request from the contact person when problems with the system arise.
- 3.2 Create a weekly report of logins, updates and last login for each user. This must include updates to their training as well as the ability for the Administrator to print the reports.
- 3.3 Store the reports in a manner that allows for review of past reports and signed via email
- 3.4 Create a password lock out system so that after 6 attempts to access the system will lock out the user on the 7th attempt.
- 3.5 Add a link to allow for interactive listserve capability

4. Minimum Qualifications

Following minimum qualifications are mandatory. The proposed personnel must provide documented expertise in the following:

- J2EE Architecture
- Oracle 10G Database
- Oracle 10G Application Server
- Apache Web Server
- XML
- HTML
- GJXML

5. Contract Duration

The Contract resulting from this RFP shall be for a period of 1 year upon execution of the Contract by the AOC. The AOC, at its sole option, shall have the unilateral right to extend the contract for up to and including two (2) additional successive one-year terms, if any.

6. Procurement Officer

The sole point-of-contact for purposes of this RFP prior to the award of any Contract shall be the Procurement Officer at the address listed below:

Lisa Peters, Procurement Specialist
Administrative Office of the Courts
Telephone: 410-260-1265
Email: lisa.peters@mdcourts.gov

7. Form of Response

Proposals must be in writing. Two volumes must be separately prepared and submitted.

7a. Volume I – Technical proposal, a written response to the Scope of Work, and provide a work plan for this engagement. Demonstrates the Offeror's capabilities and experience in providing the required services.

7b. Volume II – Price proposals must include the fully loaded fixed price for the services proposed using Attachment A (Price Proposal Form).

8. Closing Date

All proposals must be received via email to the Procurement Office to Lisa Peters the email address listed in Section 6, no later than 2:00 PM (local time) on March 25, 2013 in order to be considered.

9. Pre-proposal Conference Date

Pre-proposal conference will be held on March 7, 2013 in Conference Room 2 at 10:00 am at the Maryland Judicial Conference Center (JECC).

10. Award Determination

The Contract resulting from this RFP will be awarded to the Offeror whose proposal is determined to be the most advantageous to the Judiciary, based on the evaluated spectrum of services proposed and price. .

Evaluation Criteria in descending order of importance:

- Offeror's Work Plan for this engagement
- Offeror's Experience
- Price

Attachment A – Price Proposal Worksheet

**CONSULTANT TO MAINTAIN AND SUPPORT THE MARYLAND PROGRAM FOR
MEDIATOR EXCELLENCE (MPME)**

Respondent shall list all costs associated with the performance of this solicitation on a separate sheet.

A. Estimated Total Number of Hours _____

B. Hourly Rate \$ _____

C. Total Price \$ _____

*Fully loaded fixed price that includes removal as specified, all direct and indirect costs and profit for the Contractor to perform. Indirect costs shall include all costs that would normally be considered general and administrative costs and/or travel costs, or which in any way are allocated by the Contractor against direct labor hours as a means of calculating profit or recouping costs which cannot be directly attributable to the Contract.

Authorized Individual Name

Company Name

Title

Company Tax ID #

Attachment B – Pre-Proposal Conference Response Form

**CONSULTANT TO MAINTAIN AND SUPPORT THE MARYLAND PROGRAM FOR
MEDIATOR EXCELLENCE (MPME)**

Project Title: Consultant to Maintain and Support MPME

A Pre-proposal Conference will be held on March 7, 2013 in Conference Room 2, at the Judicial Education and Conference Center (JECC) at 10:00 am.

Please e-mail this form to the Procurement Officer:

Lisa.peters@mdcourts.gov

By 2:00 pm on March 4, 2013 advising whether or not you plan to attend this Conference.

Please indicate:

_____ Yes, the following representatives will be in attendance:

1.

2.

_____ No, we will not be in attendance.

Company/Firm/Company Name

Telephone

Contact Name